

**A MESSAGE TO OUR RESIDENTS REGARDING NOPEC AND OUR
ELECTRIC GENERATION SUPPLIER – OCTOBER 2016:**

Change to the community's electric aggregation supplier

Our community is a member of the Northeast Ohio Public Energy Council (NOPEC), which selected FirstEnergy Solutions to provide electric generation service to eligible participants at a savings of 6% off the utility's generation rate for residents and 4% off for small businesses.

After negotiations between the groups failed, FirstEnergy Solutions provided notice to NOPEC that they would be ending their contract with them.

As a result, effective with your January or February meter read date, FirstEnergy Solutions will no longer be your electric generation supplier and you will return to your utility's standard offer unless you choose a supplier. It's important to note that you will not experience any interruption in your service.

Participants in the electric aggregation program will soon be receiving a letter in the mail notifying them of this change and explaining their options. If you have questions when you receive this letter, please call FirstEnergy Solutions' NOPEC Customer Care line at 1-888-254-9227, which is available weekdays from 8:00 a.m. to 6:00 p.m.

Q. Who can I call if I have questions about my contract with FirstEnergy Solutions?

A. You will receive a letter in the mail that will explain this change and your options. However, if you have questions after receiving this letter, please call FirstEnergy Solutions' NOPEC Customer Care line at 1-888-254-9227.

Q. If I don't have an electric supplier, will I be without power?

A. No. Once your contract with FirstEnergy Solutions ends, you will begin receiving your generation from the local electric utility. You will not have any interruption in service.

Q. How do I shop for a new supplier? Where do I find information on offers available to me?

A. If you're interested in shopping for a new generation supplier, you can visit the Public Utilities Commission of Ohio's website: energychoice.ohio.gov.